

RAIGEN FUCCI

Patient Services Representative

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(108) 924-0938

University Ave, Waterloo, IA 50701



PROFILE

I am a Patient Services Representative with over three years of experience in the medical field. I have excellent customer service skills and enjoy working with patients. I am able to work independently and am a quick learner.

LINKS

[linkedin.com/in/raigenfucci](https://www.linkedin.com/in/raigenfucci)

SKILLS

Communication

Customer service

Interpersonal skills

Organizational skills

Computer literacy

Typing speed

Data entry

LANGUAGES

English

Japanese

HOBBIES

Organizing

Crafting

Reading

EMPLOYMENT HISTORY

● Senior Patient Services Representative at Broadlawns Medical Center, IA

Jun 2022 - Present

- Handled an average of 60 patients per day, with a 95% satisfaction rating.
- Acted as a liaison between patients and insurance companies.
- Increased patient retention rates by 10%.
- Trained new employees on company software and standard operating procedures.
- Assisted in the development of new departmental policies and procedures.

● Patient Services Representative II at Mercy Medical Center-Des Moines, IA

Sep 2019 - Apr 2022

- Answered an average of 100 calls per day from patients and provided them with information on their health insurance coverage, claims status, and benefit options.
- Assisted patients with enrolling in health insurance plans and processed their applications.
- Verified patient eligibility for government programs like Medicaid and Medicare.
- Handled billing inquiries from patients and resolved their issues.
- Entered patient data into the electronic health record system.

EDUCATION

High School Diploma at Iowa City High School, Iowa City, IA

Aug 2015 - May 2019

I have learned how to effectively communicate with others, how to manage my time wisely, and how to work independently and as part of a team.

CERTIFICATES

Certified Patient Services Representative (CPSR)

Sep 2020

Certified Medical Customer Service Specialist (CMSS)

Mar 2019

MEMBERSHIPS

American Hospital Association

National Association for Healthcare Quality